

ANNUAL REPORT
LWDD FY25 Performance Goals and Objectives
October 1, 2024 – September 30, 2025

MISSION:

The Lake Worth Drainage District's core mission is to provide flood control and protect water supply for communities within its jurisdiction.

PERFORMANCE GOALS:

GOAL: Maintain flood control infrastructure to ensure effective drainage and sufficient water supply.

- **Objective:** Perform canal maintenance to ensure stormwater drainage is efficient and drainage channels maintain the free flow of water.
 - *Performance Measures:*
 - ✓ *Complete routine dredging on at least 25 miles of canal annually.*
 - *26.3 miles dredged*
 - ✓ *Maintain canals at a minimum of 90% free of aquatic weeds and vegetation.*
 - *Treated 7,505 acres of aquatic vegetation*
 - *1,034 floating*
 - *1,111 submerged*
 - *1,117 littoral*
 - *4,243 littoral/floating combined*
 - *Contract Services: 100.5 acres treated*
 - *Maintaining 206 booms; replaced 22 booms; added 7 booms*
- **Objective:** Maintain canal rights-of-way to ensure access for emergency and routine maintenance.
 - *Performance Measures:*
 - ✓ *Mow accessible 'high maintenance' canal banks a minimum of four (4) times annually, or once every three (3) months.*
 - *Staff: Flat mowed 271 miles 6x*
 - *Contract: Flat mowed 167 miles 6x*
 - ✓ *Mow accessible 'high maintenance' canal slopes a minimum of two (2) times annually or once every six (6) months.*
 - *Staff: Slope mowed 381 miles 3x*
 - *Contract: Slope mowed 198 miles 2x*
 - ✓ *Mow 'low maintenance' canal banks and slopes a minimum of two (2) times annually or once every six (6) months.*
 - *Mowed 163 miles 2x*
 - ✓ *Inspect inaccessible 'restricted' canal banks a minimum of four (4) times annually, or once every quarter, and apply herbicide treatment as needed.*
 - *Treated 653 acres of terrestrial treatments on low maintenance banks*

- ✘ *Remove hazardous trees and non-native, encroaching vegetation on a minimum of 150 miles of canal annually.*
 - *Side-trimmed, or removed encroaching vegetation from 77.25 miles of canal; tree crew not fully staffed*
- **Objective:** Operate and maintain reliable water control structures to provide drainage for flood control
 - *Performance Measure:*
 - ✓ *Complete 100% of preventative maintenance inspections and activities on all control structures a minimum of 12 times annually or once per month.*
 - *Performed monthly inspections on 14 structures*
 - *Completed annual SCADA radio network inspection in August*
- **Objective:** Operate and maintain reliable water supply pumps to support needs for local utilities and agricultural irrigation.
 - *Performance Measure:*
 - ✓ *Complete 100% of preventative maintenance and inspections on all water supply pumps a minimum of 12 times annually or once per month.*
 - *Performed monthly inspections*
- **Objective:** Implement a comprehensive canal rehabilitation program to restore and refurbish canal banks and provide for maintainable canal banks in perpetuity.
 - *Performance Measures:*
 - ✓ *Complete 100% of all vegetation removal projects. (CRP)*
 - *CRP Phase I Projects completed in 2024; 173 miles cleared*
 - ✓ *Develop a project schedule for all identified canal bank restoration projects. (CRP Phase II - MRP)*
 - *Inventory of restoration projects and project schedule completed; 20-30 year plan*
 - *Completed 2 MRP projects (1 mile)*
 - *MRP8500 - L-45 Lyons Road to Golf Course Road*
 - *MRP7990/8000 - L-32 West of Military Trail*
- **Objective:** Improve data collection and analysis capabilities for enhanced decision-making in water management.
 - *Performance Measure:*
 - ✓ *Complete comprehensive surface water modeling effort.*
 - *Completed Phase 3-Calibration and Phase 4 – Final Report; presented report to Board*
 - ✓ *Enhance water management dashboard.*
 - *Added pumps to basin views to enhance data analysis*
 - *Modified map to display SmartCover icons*
 - *SmartCover & FactoryTalk tag display fixes*
 - *Created new map to reflect SmartCover alerts*

- ✓ *Digitize and update permit and property boundaries within 30 days of notified changes.*
 - *Digitized 535 regulatory records (permits, interests, drainage, compliance and conveyance records)*
 - *Automated exhibit generation and historical report production for permit reviews*
- ✓ *Replace SCADA servers and update software.*
 - *Server replacement completed in August; new SCADA system functional in June*

GOAL: Protect flood control infrastructure to ensure ongoing services to a growing population.

- **Objective:** Review development plans to ensure construction projects do not impact flood control infrastructure.
 - *Performance Measure:*
 - ✓ *Review 100% of development and plat review requests within established deadlines.*
 - *Completed 903 plat and development reviews for county and municipality projects*
 - *Researched and responded to 1,257 property interest/Chancery Case 407 review requests*
- **Objective:** Issue permits for connections to the canal network and uses of the canal rights-of-way to ensure uses are authorized and compatible with the flood control system.
 - *Performance Measure:*
 - ✓ *Issue 100% of permits within 30 days of receiving a complete application.*
 - *Received 294 right-of-way permit applications*
 - *Issued 267 new permits*
 - *Issued 127 additional permit modifications, extensions, transfers and no objection letters*
- **Objective:** Ensure compliance with permit requirements to confirm permitted uses are constructed, maintained and operating as intended.
 - *Performance Measure:*
 - ✓ *Achieve a minimum 90% compliance rate for permit deliverables (record drawings, annual fees, inspections, insurance).*
 - *92% compliance rate – 3,517 permit compliance deliverables (record drawings, construction commencement notices, fees, inspections, insurance) due for 1,767 individual permits; 683 are recurring annual deliverables*
- **Objective:** Inspect canals and infrastructure to mitigate risks to flood control.
 - *Performance Measure:*
 - ✓ *Inspect all canals and rights-of-way a minimum of four (4) times annually or once each quarter.*

- *Opened 129 new compliance cases; resolved/closed 142 cases*
- *9 legacy compliance issues resolved or recorded*

GOAL: Engage and inform the public of water management and flood control responsibilities.

- Objective: Ensure compliance with state open government and sunshine law requirements.
 - *Performance Measure:*
 - ✓ *Notice all public meetings as required.*
 - *Noticed and hosted 15 Board meetings & workshops*
 - ✓ *Post all meeting minutes, resolutions and meeting materials on website within three (3) business days following meetings.*
 - *All materials posted within timeframe*
 - ✓ *Retain records per required retention schedules.*
 - *Disposed of 14.5 cubic feet of records that met retention requirements*
 - *Began reorganization of electronic records*
 - ✓ *Adopt annual budget and post on website within required timeframe.*
 - *Adopted annual balanced budget in August totaling \$18.5 million*
 - ✓ *Conduct annual audit and post on website within required timeframe.*
 - *Approved FY24 audit in June; auditor issued unqualified opinion*
 - ✓ *Fulfill all public records requests within a reasonable timeframe.*
 - *Responded to >1,000 records requests and inquiries*
- Objective: Increase public awareness and understanding of water management and flood control.
 - *Performance Measures:*
 - ✓ *Host at least one (1) educational workshop annually for property managers and HOAs.*
 - *Hosted workshop in May; 78 Registrants, 50 in person.*
 - *Hosted the first annual LWDD Wet Season Coordination Call with property managers to go over their responsibilities in June; 40 participants, video of meeting sent out to all property managers in contact list.*
 - *Executive Director presented at 6 community meetings.*
 - *Hosted a local public information/media group at LWDD HQ to learn about the agency and tour a structure; 20 participants*
 - ✓ *Engage the public through social media and digital platforms at least 10 times per month.*
 - *Revamped LWDD's social media program to post 3 times a week, 12 posts a month, on Facebook, X and Nextdoor.*
 - *Instituted monthly planning meeting to map out in advance social media themes and posts for the next month.*

- *Each month's theme showcases a different aspect of LWDD's public work, crews and features staff with a coordinated use of photos and videos.*
 - *New monthly video series A Day at the Office to showcase work the agency accomplishes for the public.*
 - *Instituted a new social media photo platform to post picture galleries showcasing the work of the LWDD.*
 - *Started a new video initiative on YouTube starting with 5 videos ranging from Who We Are to a pump installation.*
- Objective: Notify property managers, HOAs and key stakeholders regarding emergency flood control operations.
 - *Performance Measures:*
 - ✓ *Update community contact lists at least twice annually.*
 - *Maintained list of 5,000 contacts; continually updating*
 - *Conducted an email campaign for communities to update their flood control contact information.*
 - ✓ *Distribute instructions regarding system conditions and operations of community water control structures for each named storm with potential direct regional impact.*
 - *Distributed notices for Hurricane Milton in October 2024; authorized openings on October 10*
 - *Distributed notice and social media outreach for Sept. 8 rainfall event.*

OTHER ACCOMPLISHMENTS (not included in performance goals):

- **O&M:**
 - *Delivered 920-acre feet of water via C-51 Reservoir to Hillsborough (Five (5) 184-acre feet requests)*
 - *14 access gates installed/replaced*
 - *1,168 iguanas eradicated*
 - *Equipment utilization:*
 - *Mowing- 61% (meets performance goal)*
 - *Heavy Equipment - 55% (reviewing scheduling and personnel to improve performance)*
- *Campus improvements: new pole barn installed for equipment storage/protection; new sidewalk installed and stair restoration work completed for employee safety*
- **Human Resources:**
 - *Completed Classification & Compensation Study; adopted new job classification and compensation schedule in June; distributed applicable payroll adjustments to field positions*
 - *Staffing:*
 - *93 budgeted positions; 2 current vacancies*
 - *Average about 10 years of service for current employees (actual is 10.23)*
 - *17 employees hired between 10/01/24 - 09/30/25*

- 47 employees hired since 1/1/2020 to present (Only including those still employed)
 - 4 employees retired between 10/01/24 - 09/30/25
- Information Technology:
 - Implemented a new photo and video management system to quickly and efficiently store, catalogue and search for media content spanning decades of LWDD history. More than 70k files have been uploaded to the system to date. This work included cataloging tens of thousands of previously unnamed, unorganized photos and videos.
 - Collected updated 360-degree videos of 381 miles of canal
 - Created operational GIS dashboards: aquatics, mowing, service requests, storm response
 - Updated ArcGIS Enterprise Portal to new version
 - Published updated GIS data sets: 2025 aerial imagery and parcel data, 2018 LiDAR
 - Help Desk Performance
 - 1,051 tickets handled: 88.58% first contact resolution rate.
 - SLA Compliance: 88.69% (first response), 90.39% (resolution).
 - Avg. Response Time: 11h 52m; Avg. Resolution: 1d 3h.
 - Network/IT Infrastructure Upgrades
 - Installed HA fiber switch in MDF.
 - Replaced Ubiquiti wireless at West Gate with Cat6 hardline.
 - Integrated Starlink as backup internet provider.
 - Upgraded all eligible Windows 10 systems to Windows 11.
 - Improved VPN password separation and internal firewall rules.
 - Security Enhancements
 - Blocked 25+ foreign and high-risk sites per Florida guidelines.
 - Added Teams RSS feed integration for real-time security alerts.